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REPLY UNDER 37 C.F.R. § 1.116  
EXPEDITED PROCEDURE  
EXAMINING GROUP 2173

7/18  
4/19/04  
B.J.H

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 09/702,524  
Filed: October 31, 2000  
Inventor:  
ROBERT A. YENNACO

Title: METHOD AND  
APPARATUS FOR  
PROVIDING  
COMPUTER-BASED  
HELP

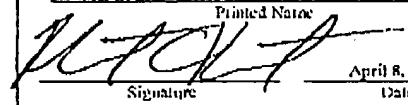
Examiner: Thai, Coung T.  
Group/Art Unit: 2173  
Atty. Dkt. No: 5681-85700

\*\*\*\*\* CERTIFICATE OF FACSIMILE \*\*\*\*\*  
TRANSMISSION

I hereby certify that this paper is being facsimile  
transmitted to the U.S. Patent and Trademark Office at  
(703) 746-7238 on the date shown below:

Robert C. Kowert

Printed Name



April 8, 2004

Signature

Date

RESPONSE TO OFFICE ACTION OF  
JANUARY 20, 2004

Final  
Charles  
C. THAI  
4/12/04  
Dear Sir:  
This paper is submitted in response to the Office Action of January 20, 2004, to  
further highlight why the application is in condition for allowance.

Please amend the case as listed below.

04/20/2004 BHILLIAR 00000003 501505 09702524

01 FC:1202 504.00 DA

09/702,524 (5681-85700/15141)

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Meyertons, Hood, Kivlin, Kowert & Goetzl, P.C.

PAGE 2/14 \* RCVD AT 4/8/2004 4:07:55 PM [Eastern Daylight Time] \* SVR:USPTO-EFXRF-2/0 \* DNIS:7467238 \* CSID: \* DURATION (mm:ss):07:26